

FAMILY SELF SUFFICIENCY AND HOMEOWNERSHIP MANAGER
APPLICATION DEADLINE IS MONDAY, MARCH 19, 2018 AT 11:59PM

Division: Section 8 Rental Assistance
Reports to: Director of Section 8 Rental Assistance
Location: Nashville, TN
Full-time/Part-time: Full time
Salary Grade: 38
Monthly Salary Range Minimum: \$4,736
FLSA Classification: Exempt (03)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Responsible for the management, supervision of staff, and operation of the Section 8 Rental Assistance (S8RA) Family Self-Sufficiency (FSS) and Homeownership Voucher (HV) Programs across the state, according to the requirements of the U.S. Department of Housing and Urban Development (HUD) and the Tennessee Housing Development Agency (THDA).

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Directly supervises staff; interviews, makes hiring recommendations, and trains employees; makes assignments and monitors work; develops employee skills and encourages growth and development; reviews and evaluates employee performance; addresses workplace issues and provides guidance, coaching, and disciplinary measures for staff; addresses personnel issues in conjunction with appropriate leadership and the Human Resources division.
- Provides ongoing feedback to Division Director and other relevant members of the division related to staff performance, client satisfaction and program results for the FSS and HV Programs.
- Conducts training on updated policies and procedures as needed for FSS/HV staff, and assists the Director with these activities for HCV Program staff as needed.
- Maintains current and accurate knowledge of program policies and procedures for the FSS, HV, and HCV Programs.
- Manages statewide FSS and HV Programs in compliance with HUD handbooks and other guidance.
- Develops agency policies and procedures for the FSS and HV Programs and contributes to policy and procedure development for the HCV Program.
- Maintains relationships with partner agencies for the FSS and HV Programs.
- Oversees monthly escrow payments and reports for the FSS Program.
- Completes all required reports and provides statistical information for the FSS Program and assists with reporting for the HCV Program as needed.
- Assists with control systems for HCV tenant and FSS files, in compliance with HUD standards.
- Provides technical assistance to S8RA field office staff in the areas of FSS, HV, policies and procedures, using independent judgment to make decisions in answering their questions.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- Bachelor's degree in the social sciences, public administration or related field preferred.

- At least two years of management experience.
- At least one year of experience in federal, state, or local housing program, property management, real estate, or other related field.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to effectively manage staff.
- Ability to communicate effectively with subordinates and superiors to ensure productivity and good work habits.
- Ability to handle private, personal information in a confidential manner in compliance with the Privacy Act of 1974 (5 U.S.C. 552a, as amended).
- Strong knowledge of federal, state, or local housing program, property management, and real estate.
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to handle frequent procedural change.
- Ability to read and interpret complex program policies and procedures.
- Ability to relate well to a diverse, low-income population including program applicants and participants.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive.
- Occasional in-state travel, including overnight travel.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER

**APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE
APPLICATION INSTRUCTIONS**